ARMY MEDICINE

Serving To Heal...Honored To Serve

ARMY MEDICINE
Serving To Heal...Honored To Serve

Reynolds Army Community Hospital Command Group Welcome

COL Noel J Cardenas
CSM Thomas R Oates

UNCLASSIFIED/FOUO

Welcome!

Mission

"Partnering with You to Provide a Premier Healthcare Experience"

Vision

"To be your premier system of health"

INTENT:

- Inform you and your family members about the services, at Reynolds Army Community Hospital (RACH)
- Teach you about the Army Medical Home (AMH) Model
- Improve the quality and experience of your health care
- Educate and empower you to be an active participant in your healthcare

Questions?

Serving To Heal…

Honored To Serve!

New Patient Orientation

REYNOLDS ARMY COMMUNITY HOSPITAL

Managed Care Division

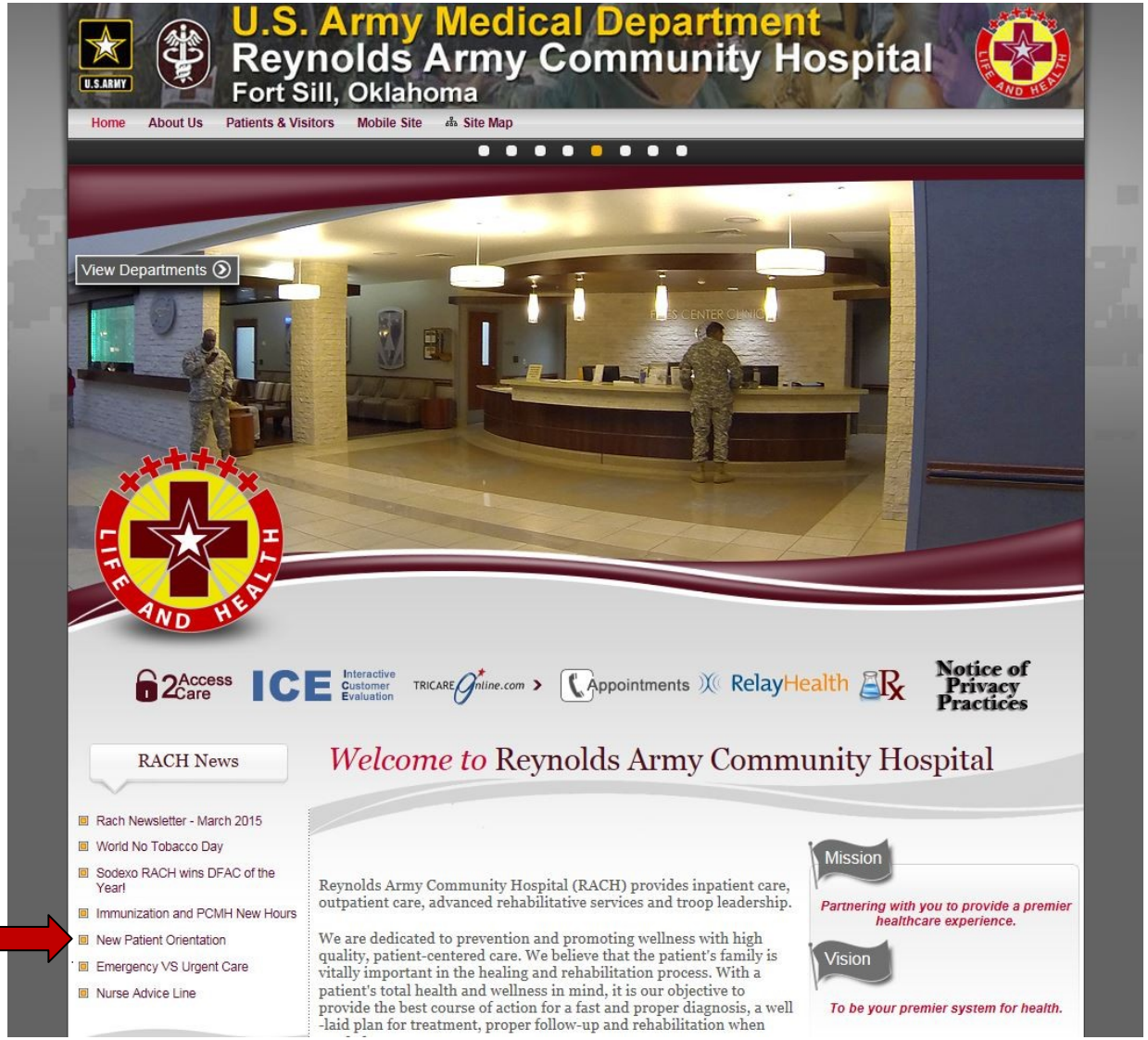
Public Affairs Office

Performance Triad, Services Offered at RACH

Mr. Joel T. McFarland, PAO
Public Affairs
Reynolds Army Community Hospital

Unclassified

RACH Webpage
http://www.rach.sill.amedd.army.mil/


U.S. Army Medical Department
Reynolds Army Community Hospital
Fort Sill, Oklahoma
Home
About Us
Patients & Visitors
Mobile Site
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2Access Care
ICE Interactive Customer Evaluation
TRICARE Online.com
Appointments
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RACH News
Rach Newsletter - March 2015
World No Tobacco Day
Sodexo RACH wins DFAC of the Year!
Immunization and PCMH New Hours
New Patient Orientation
Emergency VS Urgent Care
Nurse Advice Line
Welcome to Reynolds Army Community Hospital
Reynolds Army Community Hospital (RACH) provides inpatient care, outpatient care, advanced rehabilitative services and troop leadership.
We are dedicated to prevention and promoting wellness with high quality, patient-centered care. We believe that the patient's family is vitally important in the healing and rehabilitation process. With a patient's total health and wellness in mind, it is our objective to provide the best course of action for a fast and proper diagnosis, a well -laid plan for treatment, proper follow-up and rehabilitation when
Mission
Partnering with you to provide a premier healthcare experience.
Vision
To be your premier system for health.

RACH Facebook

PERFORMANCE TRIAD

3 Pillars of the TRIAD

SLEEP–**A**CTIVITY-**N**UTRITION

- Get quality SLEEP
- Engage in physical ACTIVITY
- Improve NUTRITION

On 1 July 2014 RACH Emergency Room Services transitioned to Urgent Care (UC) Services

<u>THE URGENT CARE IS NOT AN EMERGENCY ROOM AND CANNOT TREAT EMERGENCIES.</u>

For all emergencies, call 911 or proceed to the nearest emergency room – either Comanche County Memorial Hospital or

RACH Urgent Care

- The Urgent Care at RACH is currently open 24 hours a day, 7 days a week, 365 days a year.
- The Urgent Care is designed to address non-emergent medical needs when a Primary Care appointment is not available.
- The Urgent Care **IS NOT** a substitute for a Primary Care Manager (PCM) and **IS NOT** a substitute for a soldier's normal sick call.
- If an appointment is available with your PCM, you may be sent to that appointment instead of being seen at the Urgent Care.

WALK-IN CLINIC SERVICES

Family Medicine and Fires Center Clinics
Hours: 0800-1100 & 1300–1500

- ✓ Sore Throat Clinic
- ✓ Urinary Tract Infection Clinic
- ✓ B12 Injections
- ✓ Suture/Staple Removal

No Appointment – No Problem!

Check in at the front desk and a nurse will assist you

Pediatric Clinic
Hours: 0800-1100 & 1300-1500

- ✓ Sore Throat Clinic
- ✓ Urinary Tract Infection Clinic
- ✓ Suture/Staple Removal

Pregnancy testing is a walk-in service in the OB/GYN Clinic from 0730–1600 Mon-Fri

WELL CHILD APPOINTMENTS

The Goal

For children to have 6 Well Child Visits by 15 Months of Age

- 24-48 hours after discharge (pre-scheduled)
- 2 week group class (every Wednesday)

- 2 month visit
- 4 month visit
- 6 month visit
- 9 month visit
- 12 month visit
- 15 month visit

Well Child Visits are routinely scheduled for you by the Clinic RN's

IMMUNIZATION CLINIC - WALK-IN

- Located in the Family Medicine Clinic
  Respect and Loyalty Clinics' front desk
- Walk-In Hours: 0800–1615 Monday-Friday
- Services for ages 2 and older
- Routine immunizations, allergy sh
  Depo-Provera shots

Patients must be observed for 15 minutes after an immunization is given

Group Classes

Within the Primary Care Clinics

You can sign up at the front desk or with your PCM

- *Contraception Class*
- *Vasectomy Class*
- *Anger Management Class*
- *Intimacy/Relationship Clas*

Group Classes

Within the Primary Care Clinics

- Contraception Class (ages >16 yrs.)
  - 3rd Monday of every Month 1300-1500
  - 30 minute Birth control slide show
  - 1:1 with provider to order preferred contraception

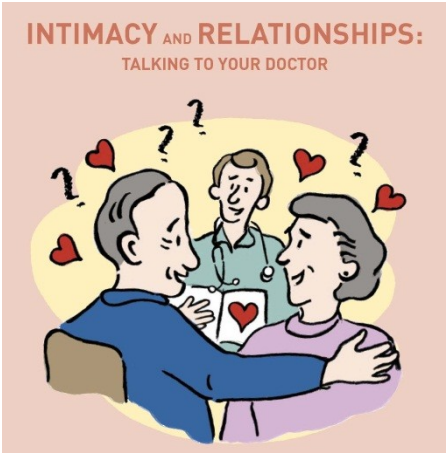
- Vasectomy Group Class
  - 1st Monday of every Month 1300-1500
  - 30 minute instructional video
  - 1:1 with provider for exam and procedure schedule

Group Classes

Within the Primary Care Clinics

- Anger Management Class
  - Two parts: 1st and 3rd Tuesday every month from 1100-1200
  - Open to all patients
  - Great way to learn how to deal with anger and stress

- Intimacy/Relationship Class
  - 2nd Thursday of each Month 1300-1400
  - Talk about common concerns and frustrations regarding sex and relationship tips



EXCEPTIONAL FAMILY MEMBER PROGRAM

The EFMP Office is located between Courage and Integrity Clinic in Family Medicine

580-558-3460

For updates or initial enrollments,

make an appointment with your PCM or speak

with Ms. Buzbee in the EFMP Office

REFERRAL MANAGEMENT

Referral Management Office (RMO) hours:
0730-1630 Monday - Friday

Normal processing time for referrals:
7-10 days

You should receive a letter from HUMANA (if your addresses are up to date in DEERS) telling you who HUMANA has referred you to and the contact information of that provider.

For referral questions, please call
580-558- 2000 (option 4)

Office is located near the south entrance of the hospital

OUTPATIENT PHARMACIES

RACH HAS TWO OUTPATIENT PHARMACIES

Main Pharmacy - located in the outpatient mall
(fills all prescriptions in-house including refills)

- Call for Refills – (580) 558-2443 – Use Refill Line

Pharmissary – located next door to the Commissary
(refills and prescriptions from network providers)

Hours for both are Monday – Friday 0815 - 1645
Saturday (Main Pharmacy only) 0900 – 1245

TRICARE, Eligibility and Enrollment

Mr. Charles Newsome, BCAC
Managed Care Division
Reynolds Army Community Hospital

Unclassified

RACH Facts

- A leading Military Treatment Facility within the Southern Regional Medical Command
- Committed to delivering patient-focused and a Premier Healthcare Experience
- Supports over 35,000 beneficiaries
- At the forefront of Patient-Centered Medicine
- Fully accredited by The Joint Commission (TJC)
- Promotes ‘System for Health’

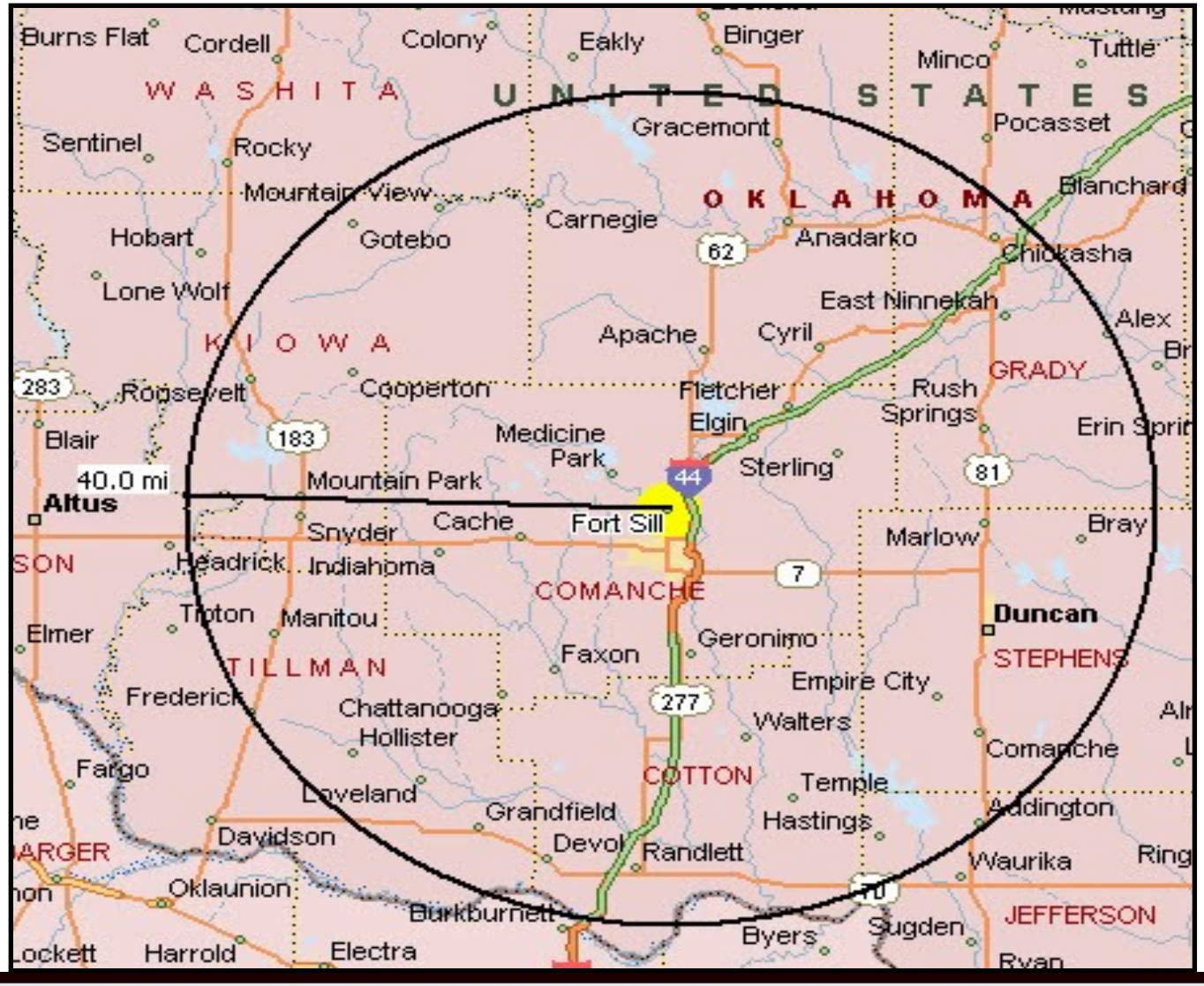
Eligibility Vs. Enrollment

- DEERS Determines Eligibility
  - Based on Active Duty's orders
  - Establishes Healthcare Delivery Program (HCDP) Codes
  - No Health Care Coverage Means Not Eligible

- Check DEERS EVERY TIME!

- RACH's priority access is
  - TRICARE Prime and TRICARE Plus – others are Space Available only

Prime Service Area



Army Health Support Area

Oklahoma Counties:
Caddo
Clay
Comanche
Cotton
Grady
Kiowa
Jefferson
Stephens
Tillman
Washita
Wichita

TRICARE Extra vs. Standard

Extra

- Any TRICARE network provider
- ADFM: 15% of negotiated rate
- Retirees: 20% of negotiated rate
- Providers file claims for you
- Not responsible for additional charges for covered benefits

Standard

- Any TRICARE-authorized provider
- ADFM: 20% of allowable charge
- Retirees: 25% of allowable charge
- May have to file claims
- Nonparticipating providers may charge up to 15% above allowable charge for services

3 TRICARE Regions and 3 Contracts

West

San Diego, CA
TriWest Healthcare Alliance Corp

North

Washington, D.C.
Health Net Federal Services

South

San Antonio, TX
Humana Military Healthcare Services

TRICARE South
1-800-444-5445

TRICARE Options

- **TRICARE Prime**
  HMO-type option
  - Enhanced Preventive Benefits
  (Requires Enrollment and Low or 0 Co-payments)

- **TRICARE Standard**
  Fee-For-Service type
  (Deductibles and Cost Shares/Co-payments)

- **TRICARE Extra**
  PPO-type for Standard beneficiaries to use
  (Deductibles and Cost Shares)

Other TRICARE Programs – So MANY!

- Transitional Assistance Management Program (TAMP)
- TRICARE Young Adult (TYA)
- TRICARE Prime Remote (TPR/TPRADFM)
- TRICARE Reserve Select
- TRICARE Dental Program

www.tricare.mil www.humana-military.com

RACH's Space Available Patients

- TRICARE Prime – DMIS Codes other than 0098
- TRICARE Standard
- TRICARE Reserve Select
- Direct Care Only
- TRICARE For Life

Verify Patient's Other Health Insurance (OHI) Status

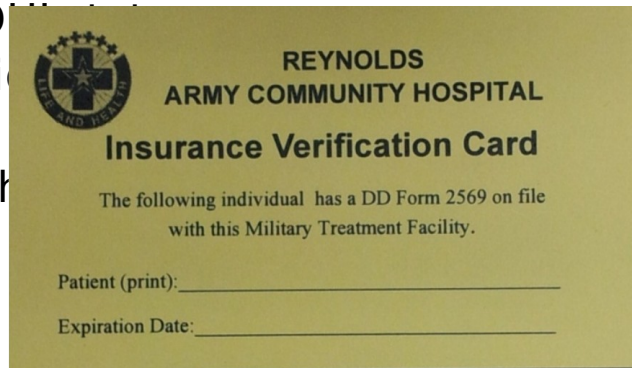
- Reynold's Front Desk Medical Support Staff will verify for Other Health Insurance information for all Non-Active Duty beneficiaries each time they present for care. Active Duty members are exempt from completing a DD Form 2569 **UNLESS** *their care is related to an accident or injury*.

- Medical Support Staff will ask patient's to complete a DD 2569 each time they present for care unless they present a valid RACH OHI Verification/Registration Card.

- Medical Support Staff will issue RACH OHI Verification/Registration Card to each patient after they complete a DD Form 2569. These cards are valid for one year from the date of issue.

Verify Patient's Other Health Insurance (OHI) Status

- OHI Cards are issued to
  - Family Members of Active Duty Personnel
  - Retired Beneficiaries and their Family Members > Other Eligible Individuals
- **Note: ***OHI Cards are NOT issued to Active Duty Service Members***
- The RACH OHI Verification/Registration Card indicates beneficiaries who have updated their O
- OHI Verification/Registration Card shall be vali for 1 year. For example, If a card is issued in March, the card will expire the first day of March the following year.
- Patients shall be required to renew their OHI Verification/Registration Card upon the **anniversary of the expiration date noted on the card and/or when OHI status or information is updated**.
- A new DD Form 2569 must be filled out or updated to receive a new Card.


REYNOLDS
ARMY COMMUNITY HOSPITAL
Insurance Verification Card
The following individual has a DD Form 2569 on file with this Military Treatment Facility.
Patient (print):_____
Expiration Date:_____

Services Provided at RACH, Getting Care at RACH, Patient Feedback

Mr. Javier Pagán, ATC Manager
Managed Care Division
Reynolds Army Community Hospital

Unclassified

HOSPITAL HOURS/CLOSURES

Hours: Most clinics are open from 0730–1630
Monday - Friday

Federal Holidays: Clinics & Pharmacies are closed/UCC open

Training Holidays: Primary Care Clinics offer acute access/UCC open

Inclement Weather: RACH follows Fort Sill guidance for closing

- Please watch local news, FCOE website or Facebook

RACH Events: Organization Day & Holiday Gala –

Services Provided at RACH

Primary Care Services

Family Medicine, Fires Center, Pediatrics, Internal Medicine, Dermatology, Sleep Medicine, Neurology, Urgent Care Medicine, Physical Exam, Exceptional Family Medicine Program (EFMP), Respiratory Therapy, Troop Medicine Clinics, Soldier Readiness Processing

Specialty Care Services

General Surgery, Orthopedics, Podiatry, ENT, Ophthalmology, Optometry, Nutrition, Physical Therapy, Chiropractic, Occupational Therapy, Physical Medicine/Pain Management, Obstetrics, Gynecology

Services Provided at RACH, (Con't)

Behavioral Health Services

Psychiatry, Psychology, Social Work Service, Alcohol & Drug Abuse Counseling, Family Advocacy, and Outreach

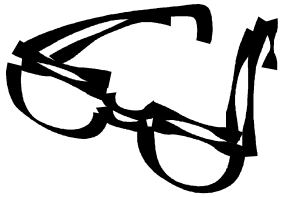
Preventive Medicine Service

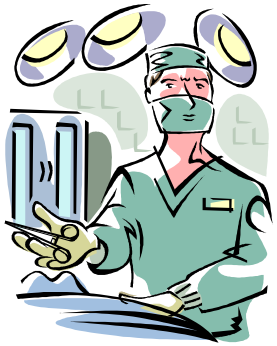
Occupational Health, Audiology, Preventive Medicine, Industrial Hygiene, Community Health Nursing, McAlester and Pine Bluff Occupational

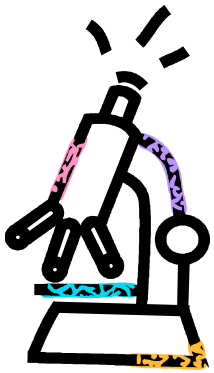
McAlester OH Clinic

Services Provided at RACH, (Con't)

- Radiology
- Pathology
- Pharmacy
- Beneficiary Counseling and Assistance
- Patient Advocate
- Chaplain
- Dining Facility







GETTING CARE AT RACH

THERE ARE 3 THINGS YOU MUST DO BEFORE OBTAINING MEDICAL
CARE AT REYNOLDS

- First, you must update your status in **DEERS** (**Defense Enrollment Eligibility Reporting System**) at Bldg 4700.
- Second, you must register at RACH's Admission & Disposition section, if not already done on day 1 for your family members.
- Third, you must enroll in TRICARE Prime or transfer your current enrollment to Fort Sill (Tricare South 1-800-444-5445).

Once you are enrolled in TRICARE you will receive a letter with the name of your Primary Care Manager (PCM). Then you will be assigned to one of the following

ARMY MEDICAL HOMES

This new model of care has been implemented across the Army

'**You** are the Center of you'

Goals:

- **Patients take an active role in their care.**
- Access to a healthcare team – Primary Care Manager (Physician, Nurse Practitioner, Physician Assistant), Nurses, Physical Therapists, Medics, Social Workers, Clinical Pharmacists, Nurse Case Managers, Population Health Nurses, and Medical Support Assistants.
- Continuity of Care

“ An Appointment Missed by You,

Is an Appointment Missed by Two.“

The average cost of one appointment missed at RACH is $125 per

ACCESS TO CARE

- Secure Messaging
  https://app.relayhealth.com

ARMY MEDICINE
SECURE MESSAGING SERVICE
POWERED BY RelayHealth

- TRICARE Online
  www.tricareonline.com

TRICARE Online.com

Access appointments, prescription refill, Blue Button, and other health care information for TRICARE beneficiaries who receive care at a military hospital or clinic.

- Appointment Call Center
  580-558-2000

With Secure Messaging you can:

$1 Return

- Request prescription renewals
- Receive test and laboratory results
- Request appointments and referrals
- Consult with your medical team regarding non-urgent health matters
- Avoid unnecessary office visits and telephone calls

You will receive a response from your Healthcare team within 24 hours of initiating a secure message.

TRICARE ONLINE (TOL)

$5 Return

- Schedule and cancel appointments for you and
  your family
- Refill and check the status of prescriptions
- View or download your personal health data
- Change your PCM
- Receive e-mail and text message appointment reminders

APPOINTMENT CALL CENTER

558-2000

Monday – Friday 0730-1600

Medical Service Assistants will assist you with scheduling or canceling an appointment

When appointments are not available with your primary care manager a telephone consultation can be sent to your team nurse and you will be contacted within 24 to 72 hours or you can send a direct message to your provider-nurse team via secure

PATIENT FEEDBACK

- Interactive Customer Evaluation
  http://ice.disa.mil

- Army Provider Level Satisfaction Survey
  Surveys sent to your home or AKO e-mail

- Clinic Office Manager/NCOIC

- Patient Advocate – Mr. Acker at 558-2390
  usarmy.sill.medcom-rach.mbx.patient-rep@mail.mil

PATIENT FEEDBACK

- *Please answer all APLSS surveys :*
  COMPLETELY** and **HONESTLY

- *Each APLSS survey can earn up to **$660** for our facility*

- For 2014, your completed surveys gave us a 92.8% overall visit satisfaction rate.

- RACH received over $1.2 million dollars to pay for additional personnel, supplies, and other items.

Extra funding helps us to increase and improve the services we offer you. You can Help!

PATIENT ADVISORY COUNCIL

- Facilitates discussion between patients, administrative staff and healthcare professionals on the care and services at RACH
- Works as a team to determine ways to improve the patient's experience

Meets on the 2nd Thursday of the month at 1300

Patients are encouraged to join us!

POC: Angela Dixon, RN, MS

580-558-8270

NURSE ADVICE LINE

Call 1-800-TRICARE (874-2273); Option 1
24 hours a day, 7 days a week

For Assistance with Urgent Care Situations – Call the Nurse Advice Line

The Nurse Advice Line (NAL) consists of a team of registered nurses who are available to answer a variety of urgent healthcare questions. The NAL provides TRICARE beneficiaries with health care advice or same-day appointments for urgent health problems. Call the Advice Line at **1-800-874-2273 (option 1)** for assistance.

QUESTIONS?

THANK YOU FOR YOUR TIME AND ATTENTION!

Welcome!
Reynolds ACH

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Honored To Serve!

ARMY MEDICINE

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